

Shared Services for Finance: Unlocking the Potential for Greater Efficiency and Service Levels

Finance executives are under constant pressure to work more efficiently. In a recent study, The Hackett Group - a leader in best-practice advisory, benchmarking, and consulting services - found that some of the most resourceful companies are expanding their shared services organization. The Hackett Group calls these companies Global Business Services (GBS) organizations, and it observed that the very best, world-class GBSs excel in applying technology to streamline operations and provide better support to the organization.

Find out about the benefits of world-class shared services for finance.

Is your business effectively leveraging shared services for finance?



What makes world-class Global Business Services superior?

Less number of finance FTEs per 1000 employees in a GBS

42.9
World-class companies



90.8
Peer companies



Lower cost of finance as a percentage of revenue in a GBS

0.61%
World-class companies

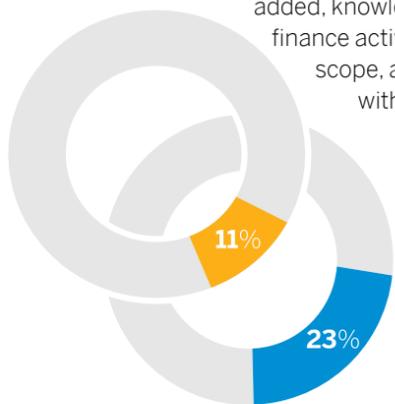


1.16%
Peer companies

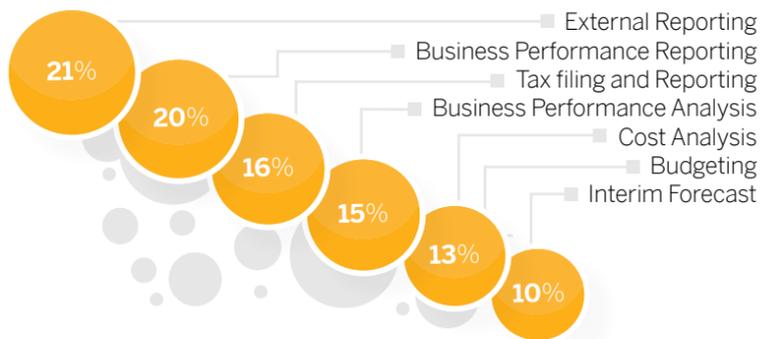


How do world-class Global Business Services achieve success?

They have **2x as many** value-added, knowledge-centric finance activities in their scope, as compared with their peers.



They keep pushing the boundaries to include more **knowledge-centric activities** in finance processes such as:



88% of world-class GBS companies have implemented business analytics as a shared service as compared to **43%** of their peers.



90% of world-class GBS companies have implemented self-service analytics for reporting, while only **55%** of their peers have done the same.

Unleashing technology to improve financial performance.

World-class GBS companies are unlocking IT's potential by focusing on rationalizing applications, automating, and leveraging self-service to improve performance.

Utilization of automated customer invoices

76%
World-class companies



41%
Peer companies

Percentage of time spent collecting and compiling data

38%
World-class companies



56%
Peer companies



Operation managers using online budgeting tool

80%
World-class companies



20%
Peer companies

Achieve financial excellence with world class shared services.



"Finance organizations must significantly improve their efficiency and productivity without any decline in service levels. World-class, technology-enabled shared services are an essential component to success in this endeavor."

- The Hackett Group

Source
The Hackett Group 2012 Annual GBS Performance Study

Transform your shared-services organization into a world-class Global Business Services organization.

Find out how SAP® software can help at: sap.com/SharedServices



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